



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
HEADQUARTERS AND HEADQUARTERS COMPANY  
4<sup>TH</sup> INFANTRY BRIGADE COMBAT TEAM (AIRBORNE),  
25<sup>TH</sup> INFANTRY DIVISION  
724 POSTAL SERVICE LOOP #9600  
JOINT BASE ELMENDORF-RICHARDSON, AK 99505

APVR-ABN-CDR

06 May 2014

MEMORANDUM FOR: 4/25 "Spartan" Infantry Brigade Combat Team (Airborne) Members

SUBJECT: Family Readiness Handbook

1. Fellow Spartans, one of the principle roles of the Family Readiness Group (FRG) is to assist its members in solving problems through referrals to support agencies. To assist with this task, the FRG has put together a Family Readiness Handbook (FRH) that includes helpful information about the many resources available on Joint Base Elmendorf-Richardson. Please take a moment to look through it. We hope you and your family will find it helpful.
2. The FRH was designed by our Paratroopers and Spartan Family Members. It is meant to be a guide to help you locate resources when your loved one is deployed overseas in support of our great nation. As you look through it, if improvements to the guide come to mind, pass them along to your FRG leader so we can incorporate your thoughts into the next update of the book. We welcome your suggestions.
3. As a member of the Spartan Brigade, you and your family are an integral part of our team. We sincerely appreciate all of the sacrifices you make in support of our brigade and our country.

Arctic Warriors!  
Sparta Lives!

MATTHEW W. MCFARLANE  
Spartan 6

FRANK E. HACKER  
Spartan 7

## Table of Contents

| <i><b>Subject</b></i>  | <i><b>Page</b></i> |
|--|--------------------|
| Summary of Changes   | 3                  |
| The Family Readiness Group   | 4                  |
| About the Spartan Brigade  | 6                  |
| Traveling to Alaska  | 7                  |
| Driving the Alaskan Highway  | 7                  |
| Sponsorship  | 8                  |
| Base Housing on JBER   | 8                  |
| JBER Support for new arrivals  | 8                  |
| What is a deployment?.   | 9                  |
| Problem Solving Flow Chart   | 10                 |
| Important Telephone Numbers  | 11                 |
| Emergency Telephone Numbers  | 11                 |
| JBER-Richardson “Quick” Reference Numbers  | 11                 |
| JBER-Elmendorf “Quick” Reference Numbers   | 14                 |
| Dealing with Emergencies   | 14                 |
| 673 <sup>rd</sup> Medical Group Wing (Hospital)                                    | 15                 |
| Clinic Telephone Numbers   | 16                 |
| Armed Services YMCA Teddy Watch  | 16                 |
| Other helpful resources  | 17                 |
| Army Community Services  | 17                 |
| Family Support   | 19                 |
| Legal Assistance   | 20                 |
| JBER Religious Support   | 21                 |
| Religious Service Schedule   | 22                 |
| Helpful Websites   | 23                 |
| Operational Security   | 24                 |
| Home Security and Crime Prevention   | 25                 |
| Travel   | 26                 |
| Finances   | 28                 |
| Social Media   | 28                 |
| Notification Process   | 29                 |
| Preparing for Winter   | 30                 |
| Appendix A (Pre-Deployment Checklist)  | 33                 |
| Appendix B (Family Deployment Checklist)   | 34                 |
| Appendix C (Emergency Information Form)  | 37                 |
| Appendix D (Red Cross Notification Form)   | 38                 |
| Appendix E (Family Budget Worksheet)   | 39                 |
| Appendix F (Notification of Departure from the Area Form)                          | 41                 |
| Appendix G (FRG Information Form)  | 42                 |
| Appendix H (Notification Information Flow Model)                                   | 43                 |
| Appendix I (Important Unit Phone Numbers Worksheet)                                | 44                 |
| Appendix J (Battalion Family Readiness Group Standard Operating Procedure Example) | 45                 |

## Summary of Changes

Below is a list of changes to the BDE FRG Handbook

|                 |   |
|-----------------|---|
| <b>Page 2</b>   | <b>Abbreviate Family Readiness Handbook to FRH in subsequent use</b>  |
| <b>Page 5</b>   | <b>Add “FRG is not a driveway shoveling service”</b>  |
| <b>Page 6</b>   | <b>Change six Airborne BCTs to five</b>   |
| <b>Page 7</b>   | <b>Change April to May</b>  |
| <b>Page 10</b>  | <b>Change Sky Soldier to Spartan<br/>Update as of date</b>  |
| <b>Page 14</b>  | <b>Change Appendix D to Appendix C<br/>Change Appendix E to Appendix O<br/>Add JBER Hospital address</b>  |
| <b>Page 16</b>  | <b>Change EAFB to JBER</b>  |
| <b>Page 25</b>  | <b>Add name of form for Appendix F</b>  |
| <b>Page 26</b>  | <b>Remove Appendix H – information is listed below</b>  |
| <b>Page 29</b>  | <b>Add non serious injury or illness guidance</b>   |
| <b>Page 30</b>  | <b>Add snow pants for children at recess</b>  |
| <b>Acronyms</b> | <b>FRSA – Family Readiness Support Advisor<br/>FRG- Family Readiness Group<br/>FRH- Family Readiness Handbook<br/>BCT – Brigade Combat Team<br/>JBER – Joint Base Elmendorf - Richardson<br/>POC – Point of contact<br/>ABN - Airborne<br/>POA – Power of Attorney<br/>TDY – Temporary Duty</b> |

As of 07 May 2014

## **Introduction**

### **The FRG Guide**

We hope you will use this handbook to assist your family. You will discover there are many areas of concern that go unnoticed until it is your family facing an unexpected situation. Please take time to fill in the information on the following page. Challenges and stresses accompany every deployment, even if it is a short training exercise. Being prepared can minimize the stress you may encounter.



### **The Family Readiness Group**

#### **The How:**

The concept of Family Readiness Groups (more commonly referred to as FRGs) is relatively new to our Army. While Army spouses have always supported each other, commanders of deployed units discovered that while their unit is highly trained to fight, little if anything was done to train and prepare families to better cope with the stresses and unique problems that often arise during extended, and often times, unexpected deployment of their Soldiers. Some type of organization was needed within each unit to address this serious shortcoming so that in a time of crisis, families would be better able to care for themselves. The concept of the Family Readiness Group was born. FRGs have proven invaluable in informing families during deployments.

#### **The What:**

A Family Readiness Group is an organization of mutual support, assistance, and a network of communication among the family members' chain of command and community resources.

Family Readiness Groups will differ between units, depending upon the commander, the leader, the number of families involved, and available resources. All FRGs throughout the Army share the same purpose; to empower Army families and make them independent rather than dependent.

The role you play in your FRG is your choice. You are welcome to participate as much as you would like to or are able to. There are many projects to become involved in and each of them is important in their purpose.

**FAMILY READINESS GROUPS:**

- Provide an effective way of gaining information, support, and control during deployment.
- Empower families to become more knowledgeable and self-reliant
- Promote more efficient use of community resources
- Reduce Soldier and family member stress
- Increase the Soldier's ability to devote his or her full attention to the mission by offering reassurance that the family members have close, reliable, and friendly support
- Care for each other
- Provide a helping hand when needed
- Are there to answer questions
- Give moral support
- Want to establish a sense of family within the unit
- Access information and resources to help you solve problems
- Help family members develop a more positive attitude toward themselves, the unit, the deployment, and the Army
- Increase morale
- Foster increased levels of cohesion and confidence for family members and Soldiers
- Unite other family programs designed to improve the quality of life

**FAMILY READINESS GROUPS ARE NOT:**

- Part of the casualty notification process
- A babysitting service
- A surrogate parent
- A social worker or counseling service
- A taxi or bus service
- A money loan agency
- A lending service
- A welfare agency
- A lawn mowing service
- A driveway shoveling service
- A moving company
- An auto repair service
- A "club"
- All things to all people.

## About the Spartan Brigade

The 3,800 Paratroopers of the 4<sup>th</sup> Infantry Brigade Combat Team (Airborne), 25<sup>th</sup> Infantry Division are part of the Army's only Arctic Airborne Infantry Brigade Combat Team, and one of only five Airborne BCTs. This unit has served the nation proudly in Iraq and Afghanistan over three combat deployments in its short history. We are combat-tested, and Pacific-focused, ready to answer the nation's call to provide defense and humanitarian support anywhere in the Pacific Rim, anytime.

The brigade is composed of six battalions, each one with its own history and culture.

4<sup>th</sup> Infantry Brigade Combat Team (Airborne), 25<sup>th</sup> Infantry Division



We welcome you to the Spartan Team, the only one like it in the Army!

## **Traveling to Alaska**

There are three ways to travel to Alaska – fly, drive, or ferry, or a combination. Winters in Alaska can start as early as September and last through May. It is advised to fly during this time of year unless you are experienced in driving in severe winter conditions (blizzards, extreme cold temperatures to minus 50 degrees Fahrenheit, black ice, long dark days). If you decide to drive we recommend The Mile Post magazine as a tool to help you with maps, motels, gas stations, etc.

The Army will authorize shipping one car. It usually takes 3-4 weeks for cars to arrive from the East Coast. There are many rental car and taxi services as well as new and used car dealerships in Anchorage.

Installation Shuttle Service. There is a shuttle service provided on the JBER-Elmendorf side of the installation, contact the Vehicle Operations Control Center, 907-552-4475 for route/times. There is no authorized shuttle on JBER-Richardson however, there is limited service provided by the Armed Services YMCA, 907-384-3733.

To find the Richardson Welcome Center, take the Glenn Highway and exit at Fort Richardson. Present your ID at the checkpoint (or stop at the visitors center and request a map). You are currently on D Street. Follow D Street until you get to 6th Street. Turn left at 6th Street. Continue to the large public parking lot on the right; just before the 4-way intersection. The Welcome Center, is located in Building 600; report to Room 103 for in-processing.

## **Driving the Alaskan Highway**

Driving is not command restricted but is not advised during the November to April time frames without in-depth research of the route and associated planning. Gas stations and motels along the ALCAN can be seasonal (closing for the winter) or even temporarily closed due to weather (forcing you to wait). Cell, and even in places, satellite phones, will not have a signal.

You will be driving through Canada unless you reserve passage on the ferry into Whittier.

Pets require health certificates and there are restrictions on certain animals and foodstuffs.

Notify auto insurance and the lien holder on your vehicle to see if they have any restrictions or specific guidance for your travel through Canada.

Legal issues (misdemeanors, DUIs), step-children & firearms: Canada has stipulations and restrictions on what you can transport and the requirements to cross. For more information, visit [http://travel.state.gov/travel/cis\\_pa\\_tw/cis/cis\\_1082.html](http://travel.state.gov/travel/cis_pa_tw/cis/cis_1082.html).

## Sponsorship

Alaska is considered an Overseas/OCNUS assignment. It is a requirement that all family members obtain an Exceptional Family Member Program (EFMP) screening prior to Soldiers approval for family travel to Alaska. Contact the EFMP manager at your losing installation to initiate the screening process.

Soldiers can request the paperwork from the losing installation Levy section of Military Personnel or S1 section. Upon completion, each family member's name will be amended to your orders and travel/transportation/housing arrangements can be made. To prepare for your move attend your Levy Briefing six months out.

Each new arrival to the Spartan Brigade will be assigned a unit sponsor, someone who can answer questions and assist you during the transition to Alaska. To request a sponsor, go to <http://www.usarak.army.mil/main/sponsorship.asp>, or simply go to the brigade Facebook site and click on "Request a Sponsor."

## Base Housing on JBER

The JBER-Richardson Housing office is located in the Welcome Center, Building 600, on the corner of Richardson Drive and 5th Street, across the street from the Post Theater & Starbucks. Please make sure you stop by the housing office before signing a lease. When signing such a document, please ensure that there is a **Military Clause** in your lease agreement or bring it by the legal office, Building 600 (same building as ACS) on the Third Floor. This allows you a legal avenue to break your lease if you need to relocate for a PCS or deployment. The housing office will inform you of the status of on post housing availability.

Aurora Housing is the provider for Privatized Housing (1 April 2011), contact 907-552-4439/907-753-1023 or [www.auroramilitaryhousing.com](http://www.auroramilitaryhousing.com).

There are three primary areas to look for off post housing: Anchorage (visit Municipality of Anchorage), Eagle River (visit: Eagle River area), or Mat-su Valley (visit: Mat-su Valley area).

Cost of Living Allowance (COLA) is based on number of Command Sponsored dependents you have with you in Alaska or whether you live in the barracks. To determine your COLA visit the Defense Travel Per Diem website: <http://www.defensetravel.dod.mil/site/colaCalc.cfm>.

## JBER Support for New Arrivals

The ACS Relocation Readiness Program (RRP) Lending Closet provides small kitchen appliances and kitchen items for temporary loan. Driving maps and community information and other ACS services/support is also available. There is a Newcomers



(Military & spouses) Orientation - mandatory for Soldiers, *the First and Third Wednesday each month* from **0900-1700** in the JBER-Richardson Education Center, Building 7 (across from Burger King). **Spouses are highly encouraged to attend and FREE childcare is available by calling CYSS, 907-384-7483 – one week prior to your Newcomers Orientation.**

The Richardson Thrift Shop *E4 and Below Warrior Program* offers a \$25.00 monthly clothing allowance program, good for all clothing, shoes, uniforms, and outer wear. The Thrift Shop is located in building 724 Quartermaster Rd. Door #8, near the Richardson Post Office. It is open 10:00 a.m. – 2:00 p.m. Monday through Thursday, and the first and third Saturday of each month from 11:00 a.m. – 2:00 p.m. For more information, call (907) 384-7000, or e-mail [ftrichgiftshop@gmail.com](mailto:ftrichgiftshop@gmail.com).

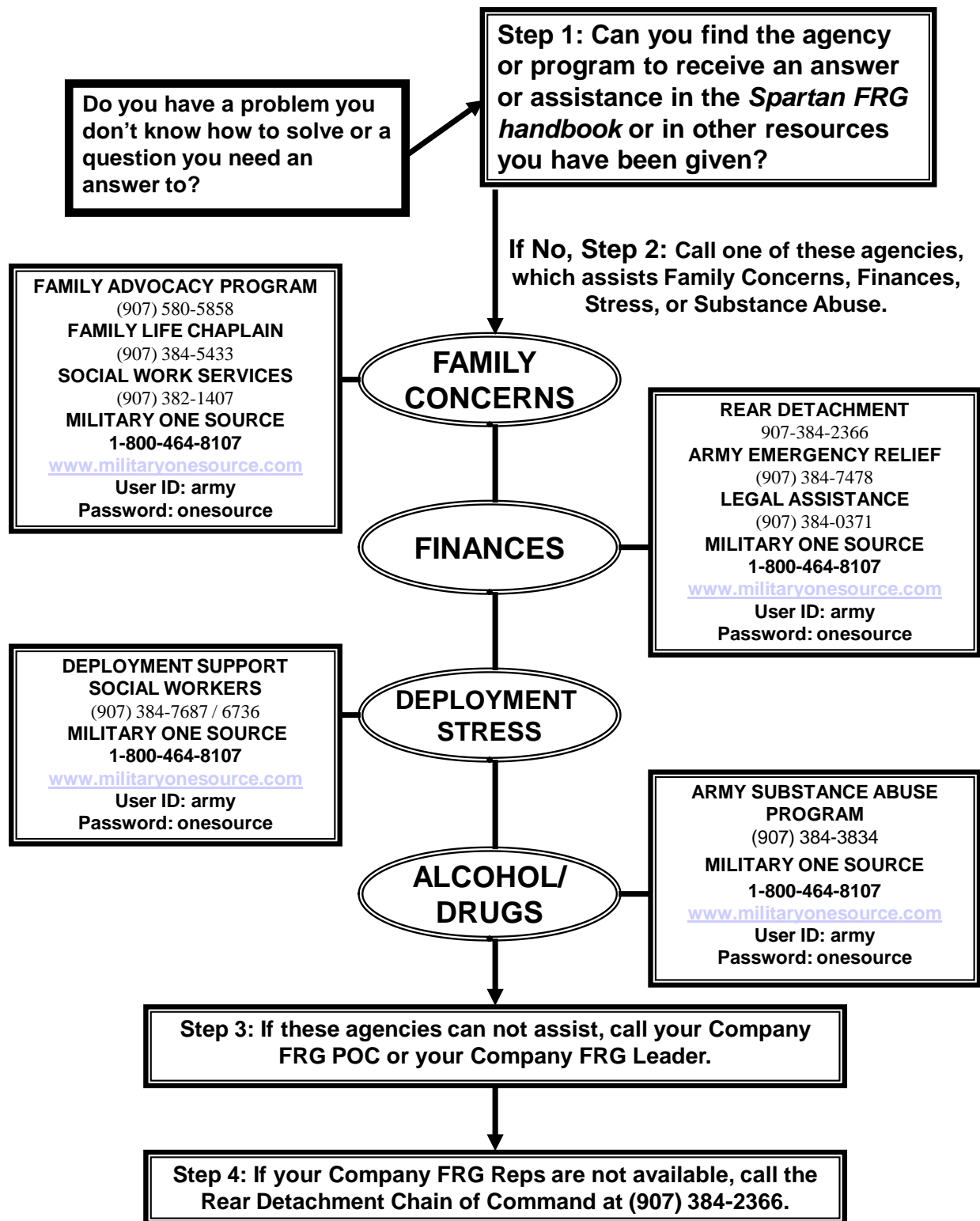
## **What is a Deployment?**

A deployment is any military duty away from home. It may be as short as an overnight exercise, or as long as an unaccompanied tour. The purpose of a deployment is to keep our military forces at the highest state of readiness possible and to meet our global military commitments.

Your spouse may deploy at any time; although, most deployments are scheduled well in advance. Decisions and tasking often happen with short notices in the military, so it is very important to have your family affairs in order. By planning ahead now, you will handle unexpected situations that may come up during a deployment with more confidence, and have valuable tools to work with during the deployment.

This handbook has been developed to help you and your family prepare for deployment, unaccompanied tours and extended temporary duty. Within these pages you will find helpful suggestions, pertinent information about post agencies, and suggested actions to take that are essential to your family's welfare. As with any separation, preparation is the key to success.

# PROBLEM SOLVING FLOW CHART



As of: 06 May 2014

## Important Telephone Numbers

### 4/25 IBCT (ABN) REAR DETACHMENT

#### QUICK REFERENCE EMERGENCY INFORMATION

***Please tear this page from the book and keep it near your telephone. (Duplicate in Appendix I)***

Soldier's Full Name: \_\_\_\_\_

Soldier's Rank: \_\_\_\_\_ Soldier's Social Security Number: \_\_\_\_\_

Soldier's Date of Birth: \_\_\_\_\_ Soldier's Place of Birth: \_\_\_\_\_

Soldier's Unit: \_\_\_\_\_

24-hour Chaplain: (907) 384-6666

Company Commander: \_\_\_\_\_

Soldier's Rear Detachment Battalion Commander: \_\_\_\_\_

Rear Detachment Commander's Phone: \_\_\_\_\_

Family Readiness Group Leader: \_\_\_\_\_

Family Readiness Group Leader's Phone: \_\_\_\_\_

Family Readiness Group Leader E-mail: \_\_\_\_\_

Family Readiness Group Key Caller: \_\_\_\_\_

Family Readiness Group Key Caller's Phone: \_\_\_\_\_

Family Readiness Group Key Caller's E-mail address: \_\_\_\_\_

Brigade Chaplain & Phone: (907) 384-0381/792-9060

Brigade Staff Duty Desk: (907) 384-2366

Battalion Staff Duty Phone: \_\_\_\_\_

Soldier's Mailing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **Emergency Telephone Numbers**

|  |                |
|--|----------------|
| Ambulance, Fire, Military Police                               | 911            |
| Army Emergency Relief (AER)                                    | (907) 384-7478 |
| American Red Cross (JBER office)                               | (907) 552-5253 |
| TRICARE Advice Nurse (24 Hour)                                 | (907) 212-4900 |
| Hospital Emergency Room  | (907) 580-5555 |
| Poison Control   | (800) 222-1222 |
| Department of Public Works,<br>Work Orders-Weekday (0700-1700) | (907) 384-3664 |

## **JBER-Richardson “Quick” Reference Numbers**

|  |                     |
|--|---------------------|
| DPW on Weekends and Holidays                             | (907) 384-0778      |
| Housing Maintenance                                      | (907) 753-1051      |
| Alaska Road / Weather Information                        | 511                 |
| Army Community Service (ACS)                             | (907) 384-1517      |
| Base Locator (Elmendorf)                                 | (907) 552-1110      |
| Base Locator (Richardson)                                | (907) 384-1110      |
| Chaplain (Family Life)                                   | (907) 384-5433      |
| Chaplain (Garrison)                                      | (907) 384-1461      |
| Child Central Registration / Outreach Services           | (907) 384-7483      |
| Child Development Center (Talkeetna CDC/Richardson)      | (907) 384-0686      |
| Child Development Center (Denali CDC/Elmendorf)          | (907) 552-8304      |
| Child Development Center (Katmai CDC/Elmendorf)          | (907) 552-5113      |
| Child Development Center (Sitka CDC/Elmendorf)           | (907) 552-6403      |
| Child Pre-School Part Day program / Hourly Care          | (907) 384-1510      |
| Child Youth Services – Coordinator / Administration      | (907) 384-1508      |
| Dental (for Family Members)-United Concordia West Region | (877) 988-9378      |
| Dental (for Soldiers)                                    | (907) 384-2483      |
| Exceptional Family Member Program (EFMP) – Bldg. 600     | (907) 384-0225/0503 |
| Family Advocacy Manager                                  | (907) 580-5858      |
| Family Housing-Chief                                     | (907) 384-0133      |
| Family Housing-General Information                       | (907) 384-3907      |
| Family Housing – Manager                                 | (907) 384-7656      |
| Family Housing Maintenance                               | (907) 753-1051      |
| Family Life Center                                       | (907) 384-5433      |
| ID Cards (Military/Civilian)                             | (907) 384-0332      |
| Legal Assistance   | (907) 384-0371      |
| Lodging (Elmendorf)                                      | (907) 552-2454      |
| Lodging (Richardson)                                     | (907) 384-5660      |
| Military & Family Life Consultants                       | (907) 384-1534      |
| Military & Family Life Consultants (Off Post)            | (907) 382-1407/0597 |
| Military One Source – JBER- Richardson Consultant        | (907) 384-0804      |
| Military One Source                                      | (800) 342-9647      |
| School Age Services (SAS)                                | (907) 384-1508      |

|                          |                       |
|--------------------------|-----------------------|
| School Liaison Officer   | (907) 384-7500 / 1505 |
| Ursa Major (Main Office) | (907) 742-1600        |

### **JBER-Richardson “Quick” Reference Numbers**

|  |                |
|--|----------------|
| Ursa Minor (Main Office)                                 | (907) 428-1350 |
| Armed Services YMCA of Alaska (Elmendorf)                | (907) 552-9622 |
| Armed Services YMCA of Alaska (Richardson)               | (907) 384-9622 |
| Arts & Crafts Center                                     | (907) 384-3717 |
| Automotive Skills Center                                 | (907) 384-3718 |
| Buckner Gym / Physical Fitness Center                    | (907) 384-1308 |
| Dyea Ski Slope & Ski Rental (907) 428-1309               |                |
| Education Center   | (907) 384-0970 |
| Library  | (907) 384-1640 |
| Main Gate / Visitors Center                              | (907) 384-2916 |
| Main Gate / Visitors Center (Richardson)                 | (907) 384-2937 |
| Main Gate / Visitors Center (Elmendorf/Boniface)         | (907) 552-1449 |
| Otter Lake Lodge - Boat Rental (May-Sept)                | (907) 384-6245 |
| Outdoor Recreation Center, JBER-Elmendorf (907) 552-2023 |                |
| Outdoor Recreation, JBER-Richardson (907) 384-1475       |                |
| Outdoor Recreation, Alternate (907) 384-1476             |                |
| Otter Lake Lodge Reservations                            | (907) 384-1475 |
| Quartermaster (Laundry and Dry Cleaning)                 | (907) 384-0850 |
| Recreation Equipment Issue (907) 384-1475                |                |
| Religious Information Center, JBER-Elmendorf             | (907) 552-4422 |
| Religious Information Center, JBER-Richardson            | (907) 384-1461 |
| Sato Travel  | (907) 428-1224 |
| Self Help, Air Force Troops (907) 552-5779               |                |
| Self Help, Army Troops                                   | (907) 552-4857 |
| Seward Recreation Resort – Reservations                  | (907) 224-2659 |
| Seward Recreation Resort – Toll Free                     | (800) 770-1858 |
| Shoppette, JBER-Elmendorf                                | (907) 753-0323 |
| Shoppette, JBER-Elmendorf                                | (907) 753-1291 |
| Shoppette, JBER-Elmendorf                                | (907) 753-1210 |
| Shoppette, JBER-Richardson                               | (907) 428-3190 |
| Swimming Pool (recorded schedule)                        | (907) 384-1302 |
| Thrift Store   | (907) 384-7000 |
| Tri-Care Appointments                                    | (907) 580-2778 |
| Veterinary Treatment                                     | (907) 384-2865 |
| Warrior Zone   | (907) 384-9006 |
| AWEC   | (907) 552-3298 |
| Youth Services (YS)                                      | (907) 384-1508 |

## **JBER-Elmendorf Numbers**

|   |                |
|---|----------------|
| AMC – MAC Flight Terminal Information                   | (907) 552-8588 |
| Arctic Oasis  | (907) 552-8529 |
| Commissary  | (907) 580-5575 |
| Hillberg Ski Area                                       | (907) 552-4838 |
| Joint Military Mall (Hours, Depts., Mgrs, Food Court)   | (907) 753-4420 |
| Leisure Travel – Information Ticketing and Travel (ITT) | (907) 753-2378 |
| PX (Main Exchange Admin)                                | (907) 753-0232 |

## **Dealing with Emergencies**

### **What if YOUR deployed spouse has an emergency?**

If your spouse develops a serious problem while deployed, sickness, injury, etc., the Rear Detachment Commander or a commander's representative will contact you. If someone else calls you to report an injury to your spouse, call the Rear Detachment Commander immediately to verify the information!!!



### **What if you have an emergency?**

If a serious problem develops while your spouse is deployed, contact one of the following individuals or agencies immediately:

- 911
- Rear Detachment Commander/ NCOIC, or Chaplain
- Family Readiness Group (FRG) Point of Contact
- Family Advocacy Program or Army Community Services (ACS)

An emergency may involve the death, injury or critical illness of an immediate family member (spouse, parent/s or children.)

The military defines an emergency as follows: An EMERGENCY is the DEATH of, INJURY to or CRITICAL ILLNESS of an IMMEDIATE family member. CRITICAL INJURY or CRITICAL ILLNESS is defined as potentially causing permanent disability or death.

IMMEDIATE family is defined as: wife, husband, parent/s, children, grandparent/s-who raised you or your spouse in place of parents, or guardian/s. The commander may determine that other individuals qualify as IMMEDIATE family members, depending on the nature of the emergency.

Rear Detachment Commanders will maintain continuous contact with the unit and will pass on urgent messages to the unit for delivery to your spouse. If your spouse's presence is required at home and it is confirmed by an appropriate military professional (Doctor, Red Cross etc.), we will expedite getting your deployed spouse home to you.

As soon as the emergency passes, your spouse may be required to return to his or her unit.

*To assist you in providing essential information necessary when determining the extent of an emergency, an **Emergency Notification Form - Appendix C** and a **Red Cross Notification Form - Appendix O** are included in this document.*

### **673d Medical Group (Hospital)**

|  |                                 |
|--|---------------------------------|
| <b>Hospital Emergency Room:</b>        | (907) 580-5554 / 5555 / 5556    |
| <b>TRICARE Advice Nurse (24 Hour):</b> | (907) 212-4900                  |
| <b>Hospital Information:</b>           | (907) 580-6260                  |
| <b>Tri-Care Appointments:</b>          | (907) 580-2778 / 1-800-255-2778 |
| <b>Advisory Help Line:</b>             | 1(800) 805-3377                 |
| <b>Patient Advocate:</b>               | (907) 580-3128                  |
| <b>Mental Health Services:</b>         | 1(888) 874-9378                 |
| <b>Admissions</b>                      | (907) 580-6423                  |
| <b>Hospital Chaplain</b>               | (907) 580-6200                  |
| <b>Behavioral Health</b>               | (907) 384-0405                  |

Behavioral Health offers assistance during those times when the bottom seems to fall out of your life. These services can be of great help when things get difficult. Take advantage of them, they are here to help you.

**Pharmacy:** A comprehensive pharmacy service is provided by the 673d Medical Group at Outpatient Prescriptions. The main pharmacy is located on the first floor of the JBER Hospital. (5955 Zeamer Ave, Anchorage, AK 99506)

Call: (907) 580-3012      Hours: Monday through Friday 0730 - 1730

The 673<sup>rd</sup> Medical Group Squadron also operates a satellite pharmacy at the Joint Military Mall.

Call: (907) 580-5526      Hours: Monday through Friday 0900 - 1800  
Saturday 0900 - 1300

## Clinic Telephone Numbers

|                      |                |
|----------------------|----------------|
| Allergy/Immunization | (907) 580-5812 |
| Audiology            | (907) 580-5804 |
| Cardiopulmonary      | (907) 580-2060 |
| Dermatology          | (907) 580-5804 |
| ENT Audiology        | (907) 580-5804 |
| Family Advocacy      | (907) 580-5858 |
| Family Practice      | (907) 580-8303 |
| Intensive Care       | (907) 580-2804 |
| Internal Medicine    | (907) 580-2500 |
| Labor and Delivery   | (907) 580-4595 |
| Mental Health        | (907) 580-2181 |
| Neurology            | (907) 580-2546 |
| OB/GYN hotline       | (907) 580-1305 |
| Occupational Therapy | (907) 580-1701 |
| Pediatrics           | (907) 580-2900 |
| Physical Therapy     | (907) 580-1700 |
| Post-Partum          | (907) 580-1401 |
| Urology              | (907) 580-1240 |
| Women's Health       | (907) 580-1305 |

## Armed Services YMCA Teddy's Watch

For military parents, it can often be difficult to focus on their own health and well-being when their attention is divided between their care provider and their children. Teddy's Child Watch is a free child care program that provides a safe, nurturing environment for children while their parents attend medical appointments at the JBER Hospital, or at the Bassett Army Community Hospital on Ft. Wainwright.

Serving families from all branches of military, including Coast Guard, National Guard, and Reserves, Teddy's Child Watch is one of the most popular programs offered by the Armed Services YMCA of Alaska. In an average year, Teddy's Child Watch provides free child care for more than 4,200 children!

### **Joint Base Elmendorf-Richardson (JBER) Hours of Operation:**

*Providing care for children ages 6 weeks through 12 years*

Monday – Thursday, 0745 – 1500

Friday, 0745 – 1400

Call for an appointment: (907) 580-6455



## Other Helpful Resources

### American Red Cross (ARC)

The American Red Cross on Joint Base Elmendorf-Richardson provides 24-hour support to active duty military personnel and their families. Services provided include emergency communications, counseling for personal and/or family problems, financial assistance and referrals to other agencies. ARC will assist with medical reports, birth notices, and emergency notifications to your spouse during separations, as well as verification of emergency leave.

JBER Office-Duty hours:

(907) 552-5253

Emergency Message & After Duty Hours:

(877) 272-7337

### Army Emergency Relief (AER) (907) 384-7478 / After Hours (907) 384-2099

Army Emergency Relief (AER) provides interest free loans and grants for active duty or retired families who find themselves in unexpected emergency financial situations. AER can assist with the following:

- Initial rent and deposit
- Rent money to prevent eviction
- Utility money to prevent cut-off of services
- Fire and other disasters
- Emergency travel expenses due to crisis in Family



### **Army Community Service**

[www.elmendorf-richardson.com](http://www.elmendorf-richardson.com)

600 Richardson Drive, JBER-Richardson, Alaska 99505-4800

Phone: (907) 384-1517 Fax: (907) 384-0282

ACS is a multi-service organization designed to assist Soldiers and Family members. Its programs enhance the quality of life. You can go to ACS for advice and answers. ACS reflects the Army traditions of caring for its own and teaching self help to Army families.

**Army Family Team Building**

Bldg 600, Room A32

(907) 384-1513

- Reduce stress, build self-reliant families
- Present issues & concerns, offer solutions
- Three levels, with promotion points

**Army Volunteer Corps Program**

Bldg 600, Room A112

(907) 384-6716

- Centralized bank of volunteer opportunities
- Track volunteer hours & accomplishments
- Program referral & follow-up

**Exceptional Family Member Program**

Bldg 600, Room A130

(907) 384-0225

- Provide support to families with special needs
- Special education and training
- Parent Support Groups

**Employment Readiness Program**

Bldg 600, Room A112

(907) 384-6716

- Career planning, resume, & job application help
- Current "Help Wanted" postings
- Spousal Preference
- Priority Placement

**Family Readiness, Mobilization & Deployment Readiness Program**

Bldg 600, Room A135

(907) 384-7687 / 6736

- Family Readiness Group training
- FRG Leader Liaison
- Rear Detachment Operations training
- Mobilization & Deployment briefs/training
- Individual & Family assessment & assistance

**Soldier & Family Assistance Center**

Bldg 4986

(907) 580-0670

Tailored integrated support services for:

- WTU Soldiers & Families
- Education Counseling
- Transition Assistance
- Information & Referral
- Social Services Coordination

**Financial Readiness Program**

Bldg 600, Room A117

(907) 384-7509

- First term financial classes
- Financial counseling
- Budgeting & check writing classes
- Family Supplemental Subsistence Allowance

**Info, Referral, & Follow-Up**

Bldg 600, Rooms A138 & A139

(907) 384-1517 / 1518

- Community resources
- Outreach services
- Program referral & follow-up

**Joint Army Family Action Plan**

Bldg 600, Room A34

(907) 384-1513

**Joint Service Family Support Network**

(907) 384-0804

- Army One Source Coordinator
- Career planning, resume, & job application help
- Current "Help Wanted" postings

**Relocation Readiness Program**

(907) 384-1515/ 7485

- Newcomer's Orientation
- Military Homefront/ Welcome packet
- Sponsorship training
- Lending Closet

**Employment for Family Members:**

Army Community Service Employment  
Readiness Program Manager, Mike

Spann, 907-384-6716

mike.spann@elmendorf.af.mil

## DEERS / ID Cards – (907) 384-0332

Make sure the ID cards for all family members will not expire prior to the Soldier returning from Deployment. To be on the safe side, you may want to get a special Power of Attorney, giving the spouse authority to obtain an ID card for themselves and their children. If anyone loses their ID card, contact the Rear Detachment Commander immediately.

## **Family Support**

### Family Advocacy Program

Bldg 600 & Elmendorf Hospital

(907) 580-5858

JBER Elmendorf (907) 580-5858

### New Parent Support Program

Bldg 600 & Elmendorf Hospital

JBER-Richardson (907) 384-6717

### Survivor Outreach Services

(907) 384-0272 / 0188

### Sexual Assault Response Coordinator

(907) 384-7272 24hrs / 7days

### Victim Advocate

(907) 384-7272

## Military & Family Life Consultant:

Military & Family Life Consultants are civilian-contracted social workers, psychologists, or other mental health professionals. This free service is available to all Soldiers, civilian employees, and their families. It is completely confidential and no records will be kept. Consultants are mandated to report only in cases of threat of harm to self, others, or in cases of child and spouse abuse. Office hours are Monday-Friday from 0730-1630. Counseling available after hours. Located on the first floor of Building 600. Military & Family Life Consultants (24 Hours) – (907) 382-1407.

## Family Care Plan

It is extremely important for Families with child(ren) to plan and execute a Family Care Plan in case of emergencies. Families should have a Will and POA for the Soldier, Spouse and child(ren), designating a trusted and responsible local friend or neighbor to care for the child(ren) with a Guardian POA, in the event the spouse has an emergency and needs immediate medical care while the Soldier is deployed or TDY.

A Guardian POA would assign the designee to make decisions for the children on the parent's behalf until the Soldier arrives home or family members are contacted and arrive to assist. The care plan should list school information and phone numbers. A POA and instructions for the children should be left with the school administrative office. In addition, any special needs or medical conditions and prescriptions should be listed and attached with a Medical POA.

Families should also create a phone tree listing the family emergency contacts- complete name, address, telephone numbers and relationship to have on hand and available for the local contact if needed for an emergency.

## **Legal Assistance**

To reach the Legal Assistance Office, use the following telephone numbers:

(Legal Assistance) **(907) 384-0371**

(Claims) **(907) 384-0330**

**Question: What services can the Legal Assistance Office provide?**

Answer: The Legal Assistance Office can assist with the following:

Debtor/Creditor relations  
Contracts  
Landlord/Tenant relations  
Documents Notarized  
Domestic relations  
Wills  
Immigration and Naturalization  
Consumer Affairs  
Tax information  
Insurance  
Powers of Attorney



**Question: Are there any services that Legal Assistance Office cannot provide?**

Answer: The Legal Assistance Office cannot assist with the following:

- Private income-producing activities
- Representation in civilian courts
- Representation concerning prosecution under the Uniform Code of Military Justice (UCMJ)

**Question: What about preparing a will prior to deployment?**

Answer: Your Legal Assistance Office can assist you in preparing a will. Please See a representative PRIOR to your spouse's deployment. A will is needed to dispose of property and provide for the support of your minor children in the event of your death or the death of your spouse.

**Question: What is a Power of Attorney (POA)?**

Answer: A Power of Attorney is a legal document that authorizes another person (Soldier, spouse, parent) to act on the Soldier's behalf.

**Question: Are there different types of POA's?**

Answer: Yes. There are Military Special Affairs, General, Medical, Special and Guardian POA's.

- A **Military Special Affairs POA** is recommended for Families on JBER, granting authority for post related affairs related to finance, legal, housing, ID Cards/Deers, Tri-Care, etc.

- A **General POA** grants authority over all of a Soldier's personal affairs.  
**NOTE: Not accepted for most financial transactions.**
- A **Medical POA** grants authority enabling the holder to obtain medical care for family members under 18 Years of age.
- A **Special POA** grants authority over specific areas of a Soldier's personal affairs.
  - It can authorize another person to take possession, operate, and/or register a person's vehicle
  - It can authorize hospital or medical care for the Soldier's dependent children
  - It can authorize the disposal of certain property, as specifically instructed
  - It can authorize the spouse to receive and cash pay checks
  - It can authorize the spouse to terminate government quarters

A **Guardian POA** grants the designee authority to make decisions for the children on the parent's behalf until the Soldier arrives home or family members are contacted and arrive to assist.

**Question: Do I need a POA for a deployment?**

**Answer:** Yes. You may need several **POAs** to ensure that your family's needs are met while you (the soldier) are deployed.

## **JBER Religious Support**

Post Chapel – (907) 384-1461 / 1460, Post Chaplain's Assistant – (907) 384-1462

JBER- Richardson

On-Call Duty Chaplain (after hours)      Call Center Duty Officer at: (907) 384-6666

Request the Duty Chaplain and state nature of the emergency, the Duty Chaplain will then call you.

Chaplain Family Life Center – (907) 384-LIFE (5433)

The Family Life Center provides for marriage and family enrichment through counseling and education. Families can also find insights and practical advice on positive parenting, coping with stress, managing anger and many others subjects.

## **Chapel Services and Worship Opportunities**

The Chapel programs are here to serve you. You are invited to participate in the worship services and activities of your choice. You are encouraged to strengthen the spiritual dimension of your life. For more information on any chapel activities, please call the Installation Chaplain's Office at (907) 384-1461.

### **Religious Services Schedule**

#### **Protestant Services (Collective Christian Services)**

| <b>Day</b> | <b>Time</b> | <b>JBER- Richardson Soldier's Chapel, (907) 384-1461</b> |
|------------|-------------|--|
| Sundays    | 1100        | Contemporary   |

| <b>Day</b> | <b>Time</b> | <b>JBER-Elmendorf Chapel Center, (907) 552-4422</b> |
|------------|-------------|---|
| Sundays    | 0900        | Liturgical, Chapel Two                              |
| Sundays    | 0900        | Traditional, Chapel One                             |
| Sundays    | 1200        | Gospel, Chapel One                                  |
| Sundays    | 1700        | Contemporary, Chapel One                            |

#### **Catholic Mass**

| <b>Day</b> | <b>Time</b> | <b>JBER- Richardson Soldier's Chapel, (907) 384-1461</b> |
|------------|-------------|--|
| Sundays    | 0900        | Catholic Mass  |
| Sundays    | 1700        | Catholic Mass, winter months                             |
| Sundays    | 1900        | Catholic Mass, summer months                             |
| Daily      | 1140        | Catholic Mass, Monday-Friday                             |

| <b>Day</b> | <b>Time</b> | <b>JBER-Elmendorf Chapel Center, (907) 552-4422</b> |
|------------|-------------|---|
| Sundays    | 1030        | Chapel One  |
| Daily      | 1130        | Chapel Center, Mon-Wed & Fri                        |
| Daily      | 1130        | Hospital Chapel, Thursday                           |

**\*Please call the Chapel Center at (907) 552-4422 for information about off-post faith activities.**

## Helpful websites

### 4-25<sup>th</sup> IBCT (ABN), 25<sup>th</sup> ID Websites:

<http://www.usarak.army.mil/4bde25th/>

<https://www.facebook.com/pages/4th-Brigade-Combat-Team-Airborne-25th-Infantry-Division/185124454857165>

### JBER E-Welcome Packet

[http://www.elmendorf-richardson.com/ACS/docs/e-Welcome%20Packet\\_JBER-Richardson\\_March%202011.pdf](http://www.elmendorf-richardson.com/ACS/docs/e-Welcome%20Packet_JBER-Richardson_March%202011.pdf)

### Exceptional Family Member Program

<http://www.jber.af.mil/units/673dmissionsupportgroup/militaryandfamilyreadiness/exceptionalfamilymemberprogram.asp>

<http://www.usarak.army.mil/crisisassistance/ExceptionalFamilyMembers.asp>

<http://www.military.com/base-guide/joint-base-elmendorf-richardson/contact/efmp-family-support/5394>

**WIC** <http://www.muni.org/Departments/health/community/Pages/wic.aspx>

### Command Sponsorship

<http://www.jber.af.mil/shared/media/document/AFD-110209-031.pdf>

### JBER Phonebook link

<http://www.jber.af.mil/phonebook/>

### CYS/Youth Services/CDCs/Central Registration

<http://www.elmendorf-richardson.com/Youth/index.php?f=60>

### Employment Support

[http://www.militaryonesource.mil/12038/Plan%20My%20Move/eWelcome%20Packet\\_JBER-Richardson\\_March%202011.pdf](http://www.militaryonesource.mil/12038/Plan%20My%20Move/eWelcome%20Packet_JBER-Richardson_March%202011.pdf)

<http://www.careeronestop.org/militaryspouse/>

<http://cpol.army.mil>

<http://armycivilianservice.com>

<http://www.usajobs.gov>

### Military-One-Source:

[www.militaryonesource.com](http://www.militaryonesource.com)

Call stateside at 1 (800) 342-9647

JBERRichardson Consultant (907) 428-6680

This is a free service available to all Soldiers, Family members and Department of Defense (DOD) civilians. Online and telephone resources are available 24/7/365. Military One Source is available to host topics to include parenting, children's resources, and education, assistance with interpreters, health habits, relocation and legal matters.

**Military Installations:** Your official DoD source for Installation and State Resources available to members of the military, and their families.

[www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil)

**Military Spouse Resource Center:** <http://www.careeronestop.org/militaryspouse/>

Provides information, resources and opportunities related to education, training, and employment.

## OPSEC Operational Security

Operational Security is the practice of keeping important information from our adversaries. Military Family members often have information about the unit mission, capabilities, and intentions; this is called critical information and you must know how to protect it. Families may be targeted for intimidation, identity theft, and other crimes or for exploitive information collection. Please never repeat rumors, best guesses, or speculation because your relation to the Army gives credit to this misinformation.

Use caution when using landlines, cell phones, or wireless phones. Email cannot be retrieved once sent, and may be forwarded any number of times. Be suspicious of strangers that seem overly interested in operational information.

Please do not post personal information on BLOG's or Web Pages. You may become a target for activist, criminal, or enemy hate speech for intimidation.

The following guidelines should be observed for maintaining OPSEC:

1. Don't give Soldiers location, except in general terms.
2. Don't supply movement information. No dates or times.
3. Don't give information on training, weapon systems or numbers of troops or equipment.
4. No countdown of days left on mission or deployment time.
5. No direct contact information. Provide Family member with Rear-D contact information to answer questions or concerns.
6. No discussion of accidents, injuries or incidents while situation is under an investigation.
7. No rumors, guesses, speculation.
8. NEVER GIVE ANY CASUALTY NOTIFICATION INFORMATION.



## Home Security and Crime Prevention

### Crime Prevention Tips

Crime is a local problem and is best deterred through locally organized groups of neighbors and residents within housing areas. Many communities have active Neighborhood Watch protection programs, where neighbors look out for each other's property and safety. Check with your military or local police to see if your community has such a program and join up. If there isn't one, help start one.

Get together with the neighbors on your block, surrounding streets, or in your building. If you live on post, check with your building coordinator or village mayor. Share crime prevention information. Exchange work and home telephone numbers with your closest neighbors. Keep each other posted on daily schedules and when you are away. Let your neighbors know about scheduled repairs or deliveries. Information and awareness can prevent crime in your neighborhood watch area.

If your spouse is deployed, don't advertise it.

ALWAYS lock your doors, even if you are only going out for a few minutes. Also make sure that you keep the garage, basement, patio, and storage areas locked. Check all areas periodically.

Ask a neighbor to collect all mail, flyers and newspapers while you are away. You do not want these materials piling up outside your door or in your mailbox. Stop all mail and parcel deliveries until you return.

Be cautious of door-to-door sales people and solicitors. If possible, conduct the conversation at the door. Be careful of whom you invite into your house. If you invite a solicitor in, DO NOT leave him/her unattended in your home.

Instruct your children in how to answer the telephone or door. Teach them to say: "Mom or Dad can't come to the phone. I'll have them call you back."

Report suspicious individuals or activities immediately to the military police or local police authorities (911). Be especially cautious during special events or celebrations in your neighborhood.

Teach children how to call the police or a neighbor. Make sure they know their own home address and telephone number.

Screen repair-persons and all solicitors to make sure they are legitimate. Check to make sure a repair visit or an appointment is scheduled. If possible, install a peep-hole in your door. If you cannot install one, use a window to observe who is at your door.

Remember, disguises and uniforms are easily obtained. Before you let workers into your home, make sure there is a legitimate need and check their credentials. Call the firm or organization they claim to represent to verify their identity.

If you suspect or detect someone observing your home, your activities or those of your neighbors, report it immediately to the police.

## Travel

Be sure to notify your chain of concern, POC Rear Detachment and FRG representative, about your travel plans prior to departure. It is extremely important to notify the Rear Detachment Commander in case there is an emergency. Submit a form with names of family members traveling, location, dates of departure and return and emergency contact information in case you need to be contacted for an emergency.

***Please use the form found in Appendix F. (Notification of Departure from the Area Form)***

### Official Passports – (907) 384-0907

The USARAK DCSPER Passport Office only issues Official and “No-Fee” passports for Official Government Business to include Family members PCS’ing overseas. Contact the Passport Office for more information.

### Tourist Passports/Visas – (800) 688-9889

A Tourist Passport is issued for unofficial or vacation travel. Passports are required for overseas travel, **including travel through Canada**. All minors regardless of age, including newborns and infants, **must** have their own passport when traveling internationally. You are responsible to pay all required fees, including the cost of application and photographs. You must be a United States citizen to apply for a passport. Personnel desiring tourist passports for leaves, vacations, & other unofficial travel must apply at the United States Post Office. Additional information regarding processing procedures can be obtained by calling toll free **1 (800) 688-9889**.

Postal locations in the area which process passports:

USPO: The Downtown Station    USPO: Eagle River  
344 W. 3d Ave (Corner of 3rd & C St) 11471 Business Blvd  
Anchorage, AK 99501 Eagle River, AK 99577  
Hours of operation are: Hours of operation are:  
Monday-Friday, 1000 - 1500 Monday-Friday, 1000 - 1500  
(877) 889-2457 (907) 694-2732

A VISA is an official document issued by a country's government, granting permission for an alien to enter that country and remain for a specified period of time. Before traveling, check to see to if a Visa is required. Visa fees vary for each country.

For the most current passport and visa information please visit <http://travel.state.gov>

## **Important Documents and Information**

As a military spouse, it is very important for you to have certain documents in your possession. If you are required to take full responsibility for your family due to a deployment, these documents will assist you.

**You and your spouse need to collect the below listed documents and information and store them in a safe, easily accessible place.**

Marriage Certificate

Birth Certificates for all family members

Sponsor's Social Security Number

Immunization records (keep them up to date!)

\*All family members and pets\*

Citizenship papers, if any

Adoption papers, if any

Armed Forces ID Cards for all family members (10 years or older)

All government and civilian life insurance policies

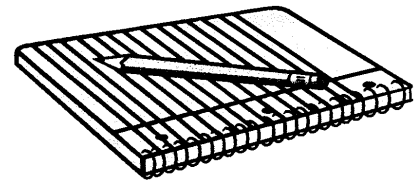
Last LES (Leave and Earnings Statement)

Power of Attorney (Have several copies) each of General, Special, Military Affairs, and if applicable: Medical and Guardian

Copies of Wills - both you and your spouse (A Will for each spouse is essential!)

Several copies of your spouse's TDY and / or PCS orders

Current addresses and telephone numbers for all immediate family members





## Finances

**DIRECT DEPOSIT TO THE BANK:** Open a joint checking account if you do not already have one. All married soldiers are strongly encouraged to maintain a joint checking account with their spouses. The soldier then needs to go to PAC and fill out the paperwork necessary to ensure that his paycheck is direct-deposited into this joint bank account. This is the safest, fastest and easiest way to make sure dependents have access to the financial resources needed during deployment.

**CREDIT CARDS:** Keep plastic money to a minimum. Credit cards can give you a false sense of wealth. You can quickly get into deep financial difficulty if credit cards are not used with care.

**ALLOTMENTS:** They guarantee that a certain amount of money will always be deposited into accounts of your choosing. If you need to take casual pay for any reason - such as emergency leave - your allotment will remain secure. Allotments will safeguard funds needed by your family.

**INSURANCE:** Review your current life insurance coverage and make sure that none of your policies (other than SGLI) contain a war clause. This ensures that the beneficiaries for all policies are correct, and that the premiums will cover the intended family members during the Soldier's absence.

## Budgeting and Financial Counseling

Army Community Services (ACS) offers budgeting classes and financial counseling. They can assist you in working out a family budget plan. Call: (907) 384-1517 for an appointment. In addition, [www.militaryonesource.com](http://www.militaryonesource.com) offers financial counseling and has financial calculators to assist with planning your budget.

*For a Family Budget Worksheet, see Appendix E.*

## Social Media

Social Media is a great tool to get information out quickly to a large number of people. There are many helpful Facebook pages within 4/25 IBCT (ABN) and the JBER Installation. These are all open organization pages, meaning you do not need to have a Facebook account in order to view them. Please remember OPSEC (Operational Security) when posting pictures and comments on social media sites like Facebook. Here is a listing of organizations on JBER that have Facebook sites. We encourage you to “like” them to help stay updated on events happening in the military community.

**4/25 IBCT (ABN):** 4th Brigade Combat Team (Airborne), 25th Infantry Division

**425 BSTB (A):** 425th BSTB (ABN) "Warrior"

**725 BSB(A):** 725 Brigade Support Battalion

**1-501 IN (A):** 1st Battalion, 501st Parachute Infantry Regiment FRG

**3-509 IN (A):** 3509 Geronimo

**2-377 PFAR (A):** 2-377 PFAR, Ft. Richardson, AK

**1-40 CAV (A):** 1st Squadron, 40th Cavalry

**US Army Alaska:** US Army Alaska

**JBER:** Joint Base Elmendorf-Richardson JBER (official)

**673d Force Support Squadron:** 673FSS

**673d Medical Group:** AFMS-Joint Base Elmendorf-Richardson-673d Medical Group

**JBER School Liaison Services:** JBER (Joint Base Elmendorf-Richardson) School Liaison Services

**ASYMCA:** Armed Services YMCA of Alaska

**Arctic Oasis:** Arctic Oasis Community Center

**Aurora Housing:** Aurora Military Housing

## **Notification Process**

There are different kinds of notifications that take place in the Army. The purpose of this section is to give a brief overview of the different types of notifications. It is **VERY** important that Soldiers update their next of kin contact information with their unit, especially prior to an exercise or deployment.

**Soldiers who are Deceased, Missing, or DUSTWUN (Duty Status Whereabouts Unknown):**

- In person notification to the Primary Next of Kin.
- In person notification is conducted between the hours of 0500-2400 (exceptions approved by the Casualty and Mortuary Affairs Operations Center).

**Soldiers who are Injured or ill:** (Not Seriously Injured/ill)

- Telephonic notification to the Primary Next of Kin listed on the Soldier's DD Form 93 (Record of Emergency Data).
- Telephonic notification is conducted between the hours of 0500-2400 (exceptions approved by the Casualty and Mortuary Affairs Operation Center).
- Next of Kin will be provided with the circumstances, prognosis and diagnosis from the casualty report.

**Soldiers who are Not Very Seriously Injured or Not Very Seriously ill:**

- Telephonic notification to the Primary Next of Kin / Secondary Next of Kin.

- Soldier will have the first opportunity to contact Primary Next of Kin to provide circumstances and information including any possible coordination that may need to be conducted

Soldiers who are **Very Seriously Injured or Very Seriously ill**: (immediate notification)

- Telephonic notification to the Primary Next of Kin / Secondary Next of Kin.
- Next of Kin will be provided with the circumstances, prognosis and diagnosis from the casualty report.

A toll free phone number will be provided to the Next of Kin for updates on their Soldier.

The bottom line is that if you have not been notified that your Paratrooper is injured, it is because there is nothing to report.

## **Preparing for Winter**

Safety Tips to prepare your Family and vehicle.

For more information, go to: <http://www.usarak.army.mil/main/Getting-to-Alaska.asp>

### **Prepare Children for outdoor play and walking to school:**

- Warm socks.
- Long sleeve shirt, with sleeves snug at the wrist.
- Hat.
- Snow pants- children will have recess for temperatures from -10 degrees Fahrenheit and above
- A scarf or knit mask to cover their face and mouth.
- Mittens or gloves.
- Water-resistant coat.
- Water-resistant shoes or boots.
- Several layers of loose-fitting clothing (Remove a layer if too warm-excess perspiration will increase heat loss. Parents should advise children to remove extra layers of clothing whenever they feel too warm).
- Parents should make sure the outer layer of children's clothing is tightly woven and wind resistant to reduce body heat loss caused by wind. Wool, silk or polypropylene inner layers of clothing will hold more body heat than cotton.

### **Signs of frostbite:**

- A white or grayish-yellow skin area.

- Skin that feels unusually firm or waxy.
- Numbness.
- A victim is often unaware of frostbite until someone else points it out because the frozen tissues are numb. If a person suspects frostbite, they are advised to:
  - Seek medical care immediately.
  - Get into a warm room as soon as possible.
  - Unless absolutely necessary, do not walk on frostbitten feet or toes-this increases damage.
  - Immerse the affected area in warm-not hot-water. The temperature should be comfortable to the touch for unaffected parts of the body.
  - Do not rub or massage the affected area-may cause more tissue damage.
  - Do not use heating pad, heat lamp or the heat of a stove, fireplace or radiator-affected areas are numb and may burn.

### **Winter Driving Preparation:**

- Before leaving home, make sure that you have enough fuel (keeping the gas tank full keeps the gas lines from freezing).
- Check the tire pressure. Use snow tires or all-season radials tires in good condition, check the tire pressure. All four tires should have same tread pattern for even traction.
- Check your radiator & cap, water pump and thermostat work properly. Test the strength of the anti-freeze using a 50-50 mix of water and antifreeze.
- Fill the windshield wiper container with *winter* washer fluid.
- Keep headlights on while driving.
- Test the functioning of the heater and defroster.
- Let someone know where you plan to travel and the route you are taking so that, if necessary, a search can be successful.
- Listen to your radio for current and future weather conditions.
- Make sure battery connections are corrosion-free and battery has enough water.
- Schedule a complete maintenance check to include all lights and brakes, making sure the wires, hoses and belts are in good condition.

### **Winter car survival kit:**

- Ax or hatchet, shovel, and knife.
- Blanket (special 'survival' blankets are best)/sleeping bags/poncho liner.
- Bright/neon material to attach to antennae for visibility if broke down or stranded.
- Cloth or roll of paper towels.
- Compass.
- Deicer (methyl hydrate) de-icer for fuel line and windshield.
- Emergency food pack.
- Extra, warm clothing, gloves & footwear and glove/sock insert warmer packets.
- Fire extinguisher.
- First Aid kit.

- Flashlight with extra batteries.
- Ice scraper and brush.
- Jumper cables.
- Water-proof matches and a 'survival' candle in a deep can (to warm hands, heat a drink or use as an emergency light).
- Non-perishable, high-energy foods and water containers.
- Road maps.
- Sand, salt or cat litter.
- Spare tire with air in it.
- Tire chains, tire gauge, and tire changing equipment, can of aerosol tire inflator.
- Traction mats.
- Tool kit.
- Warning light or road flares, call police sign (neon).
- Whistle, to draw attention or make contact.



## Pre-Deployment Checklist

Turn in to Unit prior to deployment

### DOES YOUR SPOUSE HAVE THE FOLLOWING PAPERWORK?

\_\_\_\_\_ A current ID card?

\_\_\_\_\_ A current passport?

\_\_\_\_\_ Access to a checking account?

\_\_\_\_\_ Enough money to manage the household while you are gone?

\_\_\_\_\_ Power of Attorney? \_\_\_\_\_ General \_\_\_\_\_ Special \_\_\_\_\_ Military Affairs

\_\_\_\_\_ Medical \_\_\_\_\_ Guardian

\_\_\_\_\_ Current ID cards for children? If they expire while Soldier is deployed, update prior to deploying.

\_\_\_\_\_ A driver's license? \_\_\_\_\_ Up-to-date car registration? \_\_\_\_\_

\_\_\_\_\_ Up-to-date immunization records for Family? \_\_\_\_\_ For Pets?

\_\_\_\_\_ Current FRG phone roster?

\_\_\_\_\_ Phone numbers of Brigade and Battalion Rear Detachment Commander?

\_\_\_\_\_ Family Care Plan for Emergency Contacts?

\_\_\_\_\_ Special family medical problems?

\_\_\_\_\_ Is your wife pregnant? When is she due? \_\_\_\_\_

### PLEASE CHECK ALL QUESTIONS, SIGN AND DATE

Soldier full name: \_\_\_\_\_

Rank: \_\_\_\_\_ Last 4 SSN: \_\_\_\_\_

Company: \_\_\_\_\_ Section: \_\_\_\_\_

Soldier signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Family Deployment Checklist

Although extended deployments are never easy on the family, you can minimize the difficulties by planning ahead. A carefully prepared and executed pre-deployment checklist will save you and your family many headaches during the deployment.

It is very important for you, as a military family, to have certain documents in your possession. Military spouses are often required to take over the family during the Soldier's absence. Therefore, it is important that both of you take the time to gather the information and documents named in this checklist. You are encouraged to keep originals and copies of all listed documents in a special container (safety deposit box) in a location you can both find immediately.

**The following should be completed and safely stored prior to every deployment**

\_\_\_\_\_ Marriage Certificate

\_\_\_\_\_ Birth Certificates of all family members:

\_\_\_\_\_ Soldier

\_\_\_\_\_ Spouse

\_\_\_\_\_ Children \_\_\_\_\_

\_\_\_\_\_ Adoption Papers

\_\_\_\_\_ Social Security Number for each family member

\_\_\_\_\_ Immunization records of all family members (include the pets)

\_\_\_\_\_ Citizenship/Naturalization papers

\_\_\_\_\_ Power of Attorney

**GENERAL:** Allows holder to act in all matters on sponsor's behalf

**SPECIAL:** Allows holder to act on sponsor's behalf in special transactions

**MILITARY AFFAIRS:** Allows holder to act in areas related to post (housing, finance, ID cards, tri-care/deers, Tri-Care, etc)

**MEDICAL:** Authorizes holder to obtain medical care for family members under 18 years of age

**GUARDIAN:** Authorizes designee to care for children until Soldier or family member arrives in case spouse has accident or medical emergency

\_\_\_\_\_ **New DD93 Form explained, discussed and completed with spouse**

\_\_\_\_\_ Wills for Soldier, spouse and children

## Family Deployment Checklist (continued)

- \_\_\_\_\_ Emergency Data Card updated in Military Personnel Record
- \_\_\_\_\_ Current list of all immediate family members for both the Soldier and spouse to contact in an emergency (with complete information on names, addresses, telephone numbers and email)
- \_\_\_\_\_ Next of kin informed of rights, benefits, assistance available
- \_\_\_\_\_ Red Cross/ Army Emergency Relief (AER) Forms
- \_\_\_\_\_ Soldier's and spouse's parents informed of how to make contact in case of emergency, (See Appendices E and F)
- \_\_\_\_\_ Personal lawyer
- \_\_\_\_\_ Trusted friends (Include complete information w/ phone numbers and addresses)
- \_\_\_\_\_ Insurance policies (Note: Policy numbers and payment amount requirements)
- \_\_\_\_\_ Copies of orders (at least 3 copies)
- \_\_\_\_\_ Passports, Visas (remove only when needed for international travel)
- \_\_\_\_\_ Real Estate documents (leases, mortgages, deeds, promissory notes)
- \_\_\_\_\_ Copies of installment contracts and loan papers
- \_\_\_\_\_ Divorce papers
- \_\_\_\_\_ Death Certificates
- \_\_\_\_\_ Car Title
- \_\_\_\_\_ Car registration (should be kept in the car)
- \_\_\_\_\_ Last LES (Leave Earning Statement)
- \_\_\_\_\_ Discharge papers (DD Form 214)
- \_\_\_\_\_ Copy of Emergency Data Card

## Family Deployment Checklist (continued)

- \_\_\_\_\_ Allotments (updated with correct amount, name, address, account number)
- \_\_\_\_\_ Family budget and business arranged  
(See Financial section for Budget Worksheet)
- \_\_\_\_\_ Joint checking/savings account arranged (List-all account numbers)
- \_\_\_\_\_ Armed Forces ID Cards (Renew if ID Card expires within next 3 months)  
\*Rear Detachment Commander can sign for ID Replacement after Soldier deploys
- \_\_\_\_\_ Medical facilities / TRICARE
- \_\_\_\_\_ Army Community Service (ACS)
- \_\_\_\_\_ Legal Assistance Office
- \_\_\_\_\_ Security check on house
- \_\_\_\_\_ Problems with cars, household, and appliances identified and resolved
- \_\_\_\_\_ List of all credit cards and account numbers
- \_\_\_\_\_ AAFES Deferred Payment Plan - DPP/Military Star Card  
(to use this account the spouse must be listed as an authorized user)
- \_\_\_\_\_ Federal and State Income Tax Returns (last 5 years)

## Emergency Information Form

*(Soldier should leave a copy of this form with the spouse. Soldier should send a copy of this form to parents and family prior to every deployment)*

Soldier's Full Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Soldier's Last 4 of SSN: \_\_\_\_\_ Rank: \_\_\_\_\_ Email: \_\_\_\_\_

### STATESIDE INFORMATION

Unit/Company: \_\_\_\_\_ Section/Platoon: \_\_\_\_\_

Unit Staff Duty Telephone Number: \_\_\_\_\_

Unit Commander: \_\_\_\_\_ Unit CSM: \_\_\_\_\_

Co Commander: \_\_\_\_\_ 1SG: \_\_\_\_\_

Platoon Sgt: \_\_\_\_\_ Platoon Ldr \_\_\_\_\_

FRG Leader: \_\_\_\_\_ Email: \_\_\_\_\_

Phone: Home: \_\_\_\_\_ Cell: \_\_\_\_\_ Work: \_\_\_\_\_

Chaplain: \_\_\_\_\_ Phone Number: \_\_\_\_\_

### DEPLOYMENT INFORMATION

Location: \_\_\_\_\_ Unit/Section: \_\_\_\_\_

Soldier E-mail: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Co Commander: \_\_\_\_\_ 1SG: \_\_\_\_\_

Officer in Charge: \_\_\_\_\_ NCO in Charge: \_\_\_\_\_

Team Leader: \_\_\_\_\_ Chaplain: \_\_\_\_\_

## Red Cross Notification Form

*(Soldier should leave a copy of this form with his spouse. Soldier should send a copy of this form to parents and family prior to every deployment)*

Dear family in the United States:

If you need to contact me quickly or require my presence at home, you must contact the American Red Cross (ARC) at **1 (877) 272-7337** before I can receive permission to come home. A message from the ARC is required for me to get the necessary documents for transport on military aircraft and/or commercial aircraft, and for leave authorization.

The following is information the local American Red Cross will need to contact me:

- My full name: \_\_\_\_\_
- My rank: \_\_\_\_\_ My Social Security Number: \_\_\_\_\_
- My duty station: \_\_\_\_\_ My staff duty telephone: \_\_\_\_\_
- My mailing address: \_\_\_\_\_
- My residence address: \_\_\_\_\_
- My home telephone number: \_\_\_\_\_ My E-mail address: \_\_\_\_\_
- Rear Detachment name and phone: \_\_\_\_\_

The American Red Cross will also request detailed information on the nature of the emergency. You need to know the name and address of the doctor and the hospital. A statement signed by the doctor detailing why I am needed at home must be written. I realize in case of a death or critical illness in the family you will want to call me directly, but you must also contact the ARC to authorize and expedite my travel arrangements. You can call the ARC 24 hours a day. There is no charge for this service.

Please place this document in your telephone book so you can find it easily in case you need to contact me. This procedure applies whether I am deployed or at my home duty station. Please write down the local American Red Cross chapter location and telephone number in your community so it will be available in an emergency.

Local American Red Cross address: \_\_\_\_\_

Local American Red Cross telephone number: \_\_\_\_\_

# Family Budget Worksheet

## MONTHLY EXPENSES PLANNING GUIDE

### 1. Housing

Rent/Mort \_\_\_\_\_  
 Insurance \_\_\_\_\_  
 Furniture \_\_\_\_\_  
 Taxes \_\_\_\_\_  
 Other \_\_\_\_\_  
 Other \_\_\_\_\_

**Total** \_\_\_\_\_

### 2. Utilities

Electrical \_\_\_\_\_  
 Heat-A/C \_\_\_\_\_  
 Prop/Gas \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Cable \_\_\_\_\_  
 Other \_\_\_\_\_

**Total** \_\_\_\_\_

### 3. Credit Accts

Mast Card \_\_\_\_\_  
 Visa \_\_\_\_\_  
 Sears \_\_\_\_\_  
 Store Acct \_\_\_\_\_  
 Other \_\_\_\_\_  
 Other \_\_\_\_\_  
 Other \_\_\_\_\_

**Total** \_\_\_\_\_

### 4. Car Expenses

Loan \_\_\_\_\_  
 Insurance \_\_\_\_\_  
 Reg/Insp \_\_\_\_\_  
 Gas/Oil \_\_\_\_\_  
 Repairs \_\_\_\_\_  
 Other \_\_\_\_\_

**Total** \_\_\_\_\_

### 5. Food/Supplies

Groceries \_\_\_\_\_  
 Sch Lunch \_\_\_\_\_  
 Sch Supp \_\_\_\_\_  
 Dine Out \_\_\_\_\_  
 Other \_\_\_\_\_  
 Other \_\_\_\_\_

**Total** \_\_\_\_\_

### 6. Personal & Hygiene

Clothes \_\_\_\_\_  
 Hair Care \_\_\_\_\_  
 Hlth/Beaut \_\_\_\_\_  
 Laun/Dr Cl \_\_\_\_\_  
 Toiletries \_\_\_\_\_  
 Other \_\_\_\_\_  
 Other \_\_\_\_\_

**Total** \_\_\_\_\_

### 7. Savings

Banking \_\_\_\_\_  
 Banking \_\_\_\_\_  
 Invest. \_\_\_\_\_  
 Invest. \_\_\_\_\_  
 Other \_\_\_\_\_  
 Other \_\_\_\_\_

**Total** \_\_\_\_\_

### 8. Misc/Other

Books/Mag \_\_\_\_\_  
 Contrib \_\_\_\_\_  
 Hobbies \_\_\_\_\_  
 Recreation \_\_\_\_\_  
 Child Supp \_\_\_\_\_  
 Other \_\_\_\_\_

**Total** \_\_\_\_\_

## Family Budget Worksheet (continued)

### TOTAL MONTHLY EXPENSES:

Housing \_\_\_\_\_

Utilities \_\_\_\_\_

Credit Accounts \_\_\_\_\_

Car Expenses \_\_\_\_\_

Food & Supplies \_\_\_\_\_

Personal & Hygiene \_\_\_\_\_

Savings \_\_\_\_\_

Misc/Other \_\_\_\_\_

**Total** \_\_\_\_\_

### TOTAL MONTHLY INCOME:

Military net income \_\_\_\_\_

Spouse net income \_\_\_\_\_

Child support \_\_\_\_\_

Investments \_\_\_\_\_

Rental properties \_\_\_\_\_

Reimbursements \_\_\_\_\_

Gifts \_\_\_\_\_

Other income \_\_\_\_\_

**Total** \_\_\_\_\_

### COMPARE THE TWO TOTALS TO EVALUATE YOUR FAMILY BUDGET.

**Total expenses:** \_\_\_\_\_

**Total income:** \_\_\_\_\_

Subtract the **TOTAL FOR MONTHLY EXPENSES** from the **TOTAL MONTHLY INCOME**. If the **EXPENSES** are greater than the **INCOME**, go back to the **MONTHLY PLANNING GUIDE** and re-work the figures until your **EXPENSES** are less than your **INCOME**. If you are having financial difficulties, contact the **ARMY COMMUNITY SERVICES** at: **(907) 384-1517**.

**ACS** has financial counselors available to help you with all of your budgeting needs. If you are having financial difficulties, please ask for help immediately. Do not wait. The problem will only grow. There is help available, and almost any money problem can be solved. The sooner you ask for help, the sooner your problem can be resolved.



## Notification of Departure from the Area

**If you leave the JBER/Anchorage area for any reason, it is important that you notify the Rear Detachment Commander, your FRG representative, Housing and TriCare.**

If there is an emergency with the Soldier, either in the field or during deployment, the Unit will need to contact you.

Please complete the form below and turn in to your unit Rear Detachment Commander. You will also want to make a copy of this information to submit to housing and TRICARE.

TO: Commander / Rear Detachment Commander  
4/25 IBCT (ABN), JBER, Alaska 99505

This is to inform you that I have left the JBER/Anchorage area.

Spouse's full name: \_\_\_\_\_

Soldier's full name & last 4 of SSN: \_\_\_\_\_

Soldier's rank, unit, & section: \_\_\_\_\_

Spouse can be reached at the following location:

Complete address: \_\_\_\_\_

Telephone w/ area code: Cell: \_\_\_\_\_ Other: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Departure date: \_\_\_\_\_ Return date: \_\_\_\_\_

Relative or friend to contact in an emergency:

Full name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Complete address: \_\_\_\_\_

Phone: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_

## 4/25 IBCT (ABN) Family Readiness Group Information Form

**Print Clearly**

Soldier's full name: \_\_\_\_\_  
 Last 4 SSN: \_\_\_\_\_ Rank: \_\_\_\_\_ Section, platoon, troop: \_\_\_\_\_  
 Email: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Live in barracks: \_\_\_\_\_ Mailing address: \_\_\_\_\_  
 or residential address: \_\_\_\_\_  
 Home phone: \_\_\_\_\_ Single: \_\_\_\_\_ Married: \_\_\_\_\_

Spouse full name: \_\_\_\_\_  
 Email: \_\_\_\_\_ Spouse's work phone: \_\_\_\_\_

Name of local friend or neighbor: \_\_\_\_\_  
 Phone: Home: \_\_\_\_\_ Cell: \_\_\_\_\_ Work: \_\_\_\_\_

In an emergency, who would you notify other than your Wife or Husband?

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_  
 Phone: Home: \_\_\_\_\_ Cell: \_\_\_\_\_ Work: \_\_\_\_\_  
 E-mail: \_\_\_\_\_ Relationship: \_\_\_\_\_

SPECIAL FAMILY SITUATIONS: Mark (X) in appropriate spaces

\_\_\_\_\_ Spouse has no driver's license. \_\_\_\_\_ Medical problems  
 \_\_\_\_\_ No Car \_\_\_\_\_ Exceptional Family Member  
 \_\_\_\_\_ Spouse doesn't speak english. Speaks: \_\_\_\_\_  
 \_\_\_\_\_ Wife is pregnant - Due date: \_\_\_\_\_  
 \_\_\_\_\_ Other - Please explain: \_\_\_\_\_

**CHILDREN:**

Name: \_\_\_\_\_ Age: \_\_\_\_\_ Name: \_\_\_\_\_ Age: \_\_\_\_\_  
 Name: \_\_\_\_\_ Age: \_\_\_\_\_ Name: \_\_\_\_\_ Age: \_\_\_\_\_

PRIVACY ACT STATEMENT: Authority U-S.C. 522a. and Para 3-5, AR 340-2 1; Para 2-8a. AR 210-7. Principal purpose is to gather data on family members of assigned soldier. Primary use of this information is to facilitate volunteers in providing command information to family members concerning unit events and in emergencies. I understand that my phone number will be published on the Unit's FRG roster that is available to FRG Spouse's and the battalion chain of concern.

## Notification Procedures

The Army takes casualty notification very seriously. If your loved one is injured in theater, rest assured that you will be notified as soon as possible. If you don't hear anything, then your loved one is fine and just unable to communicate due to mission requirements. In the event that there is an injury, or death, during a deployment, the following process describes the notification procedures that would be used to notify all immediate Next-of-Kins (NOKs).

### **Injury (Theater)**

1. Casualty Report is generated by unit and processed by forward Casualty Assistance Center (CAC).
2. Forward CAC processes report and sends to Casualty and Mortuary Affairs Operations Center (CMAOC).
3. CMAOC processes and sends to Home Station CAC (JBER).
4. JBER CAC notifies Battalion Rear Detachment Commander/1SG, provides a copy of the Casualty Report and leadership will make Telephonic Notification to NOK.

### **KIA (Theater Death)**

1. Casualty Report is generated by unit and processed by forward Casualty Assistance Center (CAC).
2. Forward CAC processes report and sends to Casualty and Mortuary Affairs Operations Center (CMAOC).
3. CMAOC processes and sends to Home Station CAC (JBER).
4. JBER CAC notifies Brigade Rear Detachment that a Notification Team is required. Notification Officer and Chaplain get briefing from JBER CAC and go to the home of Next of Kin for official notification.
5. If NOK is outside of Alaska, the CAC closest to the Family will provide the Notification Team.
6. Within two hours of the notification to NOK a Casualty Assistance Officer (CAO) will call the family to set up their first meeting. The CAO will walk with the family through the entire process of financial disbursements, funeral planning (if Soldier elected spouse as the person authorized to coordinate funeral arrangements), and receiving of remains and personal items.

## Important Telephone Numbers

### 4/25 IBCT (ABN) REAR DETACHMENT

#### QUICK REFERENCE EMERGENCY INFORMATION

Soldier's Full Name: \_\_\_\_\_

Soldier's Rank: \_\_\_\_\_ Soldier's Social Security Number: \_\_\_\_\_

Soldier's Date of Birth: \_\_\_\_\_ Soldier's Place of Birth: \_\_\_\_\_

Soldier's Unit: \_\_\_\_\_

24-hour Chaplain: (907) 384-6666

Company Commander: \_\_\_\_\_

Soldier's Rear Detachment Battalion Commander: \_\_\_\_\_

Rear Detachment Commander's Phone: \_\_\_\_\_

Family Readiness Group Leader: \_\_\_\_\_

Family Readiness Group Leader's Phone: \_\_\_\_\_

Family Readiness Group Leader E-mail: \_\_\_\_\_

Family Readiness Group Key Caller: \_\_\_\_\_

Family Readiness Group Key Caller's Phone: \_\_\_\_\_

Family Readiness Group Key Caller's E-mail address: \_\_\_\_\_

Brigade Chaplain & Phone: (907) 384-0381/792-9060

Brigade Staff Duty Desk: (907) 384-2366

Battalion Staff Duty Phone: \_\_\_\_\_

Soldier's Mailing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_